## DETAILED ACTION

This office action is responsive to request for continued examination (RCE) filed

on 09/09/2010.

## EXAMINER'S AMENDMENT

An examiner's amendment to the record appears below. Should the changes

and/or additions be unacceptable to applicant, an amendment may be filed as provided

by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be

submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview

with James A. Scheer on 10/21/2010.

The application has been amended as follows:

**In the specification** , in paragraph [0042], delete "http://www. **peacefire.** "(line

9) and insert ...

".....**peacefire.**org%2fsecurity%2fiecookies%2fshowcookie.html%3F.amazon.com".


1.      (Currently Amended) A method of establishing communication sessions through

the Internet, such method comprising:

receiving a request from a browser of an Internet requester currently accessing a

website of an organization via the browser, the request activated by the requester

without entry by the requester of requester identification and location and forwarded to

the organization by the browser to request a communication session with  a human

agent of the website;

automatically recovering and analyzing browser associated information  not

entered by the requester relating to the request, without prompting the requestor for

requester identification and location, prior to human agent assignment from the browser

request by using a processor, wherein the browser associated information includes

information delivered with the request, router information retrieved based upon a URL of

the browser and information retrieved from the browser about other communications

sessions, and wherein the step of analyzing browser associated information further

comprises automatically retrieving a list of router identifiers defining a path from the

Internet requester to the website; and

selecting a human agent for the communication session automatically based

upon a content of the analyzed browser associated information.

2.      (Cancelled).

3.      (Currently Amended) The method of establishing communication sessions as in

claim 1 further comprising identifying a locale of an IP packet router in a closest relative

location to the requester and selecting the human agent based on proximity of the

human agent to the requestor using the identified locale as the closet relative location to

the requestor.

4.      (Previously  Presented) The method of establishing communication sessions as

in claim 3 wherein the step of selecting the agent further comprises identifying the

identified locale of the closest relative router by identifying packet switches through

which the request passed from the requester to the website and determining an

identifier of a first router that the request passed through from the requester.


5.      (Previously Presented) The method of establishing communication sessions as in

claim 3 wherein the step of analyzing browser associated information further comprises

determining an organizational affiliation of the requester from the identified locale and a

domain name of the request, and selecting the human agent based on the determined

organizational affiliation.


6.      (Original) The method of establishing communication sessions as in claim 5

wherein the step of selecting an agent further comprises retrieving a list of agents

qualified to service communication sessions with the determined organization.


7.      (Original) The method of establishing communication sessions as in claim 6

further comprising transferring a URL of the requester to the selected agent.


8.      (Previously Presented) The method of establishing communication sessions as in

claim 1 further comprising making available to the website a set of requestor designated

shared files, related to communication activity of the requester and not including

cookies, generated by a browser of the requester when the website identifies itself as

being part of an associated file sharing network, and using the shared file to determine
and control agent selection.

9.      (Previously Presented) The method of establishing communication sessions as in
claim 8 further comprising detecting a set of file extension of the shared files, comparing
the file extensions with a communications capability index and using the file extension
to retrieve a specific set of communication capabilities that the human agent needs to
effectively communicate with the requester..

10.     (Original) The method of establishing communication sessions as in claim 9
further comprising comparing the file extensions with a communications capability
index.

11.     (Original) The method of establishing communication sessions as in claim 10
wherein the step of selecting the agent further comprises searching for an agent with a
communication capability index substantially equal to the requester.

12.     (Previously Presented) The method of establishing communication sessions as in
claim 8 further comprising accessing requester contact lists containing URL's to web
pages of competitors among the shared files, detecting a URL of a competitor including
an identifier of a webpage of a specific product of the competitor, and selecting the
agent based on the specific product.

13.     (Previously Presented) The method of establishing communication sessions as in

claim 1 wherein the website retrieves cookies left by competitors in the browser of the

requestor and the agent is selected based upon the agents familiarity with products of

the competitor determined from the retrieved cookies.


14.     (Previously Presented) The method of establishing communication sessions as in

claim 1 further comprising comparing a domain name of a URL of the requester with a

list of domain names and locations of known customers and detecting any matching

customers and locations, and wherein the step of selecting the agent further comprises

searching for an agent with  knowledge of any problems associated with matched

customers and locations.


15.     (Currently Amended) An apparatus for of establishing communication sessions

through the Internet, such apparatus comprising:

        means for receiving a request from a browser of an Internet requester currently

accessing a website, the request activated by the requester without entry by the

requestor of requester identification or location and forwarded to the website by the

browser to the request a communication session with  a human agent of the website;

        means for analyzing browser associated information relating to the request, prior

to an agent assignment, to identify a location of the requester without requesting entry

of the requester identification or location wherein the browser associated information

includes information delivered with the request, router information retrieved based upon a URL of the browser and information retrieved from the browser about other communications sessions, and wherein the means for analyzing browser associated information automatically retrieves a list of router identifiers defining a path from the Internet requester to the website; and

means for automatically selecting a human agent for the communication session prior to establishing the communication session based upon a content of the analyzed browser associated information and the location.

16.     (Cancelled).

17.     (Currently Amended) The apparatus for establishing communication sessions as in claim 15 further comprising means for identifying a locale of an IP packet router in a closest relative location to the requester by determining a router identifier of a first router that the request passed through from the requester from the list of router identifiers.

18.     (Original) The apparatus for establishing communication sessions as in claim 17 wherein the means for selecting the agent further comprises means for identifying an agent in the identified locale of the closest relative router.

19.     (Original) The apparatus for establishing communication sessions as in claim 18 wherein the means for analyzing browser associated information further comprises

means for determining an organizational affiliation of the requester from a domain name

of the request.

20.     (Original) The apparatus for establishing communication sessions as in claim 19

wherein the means for selecting an agent further comprises means for retrieving a list of

agents qualified to service communication sessions with the determined organization.

21.     (Original) The apparatus for establishing communication sessions as in claim 20

further comprising means for transferring a URL of the requester to the selected agent.

22.     (Previously Presented) The apparatus for establishing communication sessions

as in claim 15 further comprising means at the website for retrieving a set of requester

designated shared files related to communication activity of the requester and not

including cookies, and generated by the browser of the requester when the website

identifies itself as being part of an associated file sharing network and for using the

shared files to determine and control agent selection.

23.     (Previously Presented) The apparatus for establishing communication sessions

as in claim 15 wherein the means for analyzing comprises means for determining a

location of the requester and wherein the means for selecting further comprises means

for selecting a human agent closest to the location of the requester.

24.     (Previously Presented) The apparatus for establishing communication sessions

as in claim 22 further comprising means for detecting a set of file extensions of the

shared files and for comparing the file extensions with a communications capability

index and using the file extensions to retrieve a specific set of communications

capabilities that the human agent needs to effectively communicate with the requester.


25.     (Original) The apparatus for establishing communication sessions as in claim 24

wherein the means for selecting the agent further comprises means for searching for an

agent with a communication capability index substantially equal to the requester.


26.     (Previously Presented) The apparatus for establishing communication sessions

as in claim 22 further comprising means for accessing requester contact lists containing

URL's to web pages of competitors among the shared filed, and for detecting a URL of

a competitor from the contact lists.


27.     (Previously Presented) The apparatus for establishing communication sessions

as in claim 26 wherein the URL of the competitor further comprises an identifier of a

webpage of a specific product of the competitor and further comprising means for

searching for an agent with knowledge of the specific product.


28.     (Previously Presented) The apparatus for establishing communication sessions

as in claim 15 further comprising means for comparing a domain name of a URL of the

requester with a list of domain names and locations of known customers and detecting

a matching customer, and wherein the means for selecting the agent further comprises

means for searching for an agent with knowledge of any problem associated with the

matching customer.


29.     (Currently Amended) An apparatus for of establishing communication sessions

through the Internet, such apparatus comprising:

    a website adapted to receive a request from a browser of an Internet requester

accessing the website, the request activated by the requester without entry by requestor

of requester identification or location and forwarded to the website by the browser

requesting a communication session with  a human agent of the website;

    a packet analyzer adapted to automatically analyze browser associated

information relating to the request prior to an agent assignment without entry by the

requestor of requester identification or location, wherein the browser associated

information comprises at least one of information not entered by the requester delivered

to a server along with the request from the browser, router information retrieved by the

server based upon a URL of the browser, and information retrieved by the server from

the browser about communication sessions with other servers, and a list of router

identifiers defining a path from the internet requester to the website; and

    an agent selection application adapted to automatically select  a human agent for

the communication session based upon a content including at least location information

determined from the analyzed browser associated information.

30.    (Currently Amended) The apparatus for establishing communication sessions as

in claim 29 wherein the packet processor further comprises a TRACEROUTE

application adapted to automatically retrieve the list of router identifiers defining a path

from the Internet requester to the website.

**Deleted:** a

31.    (Original) The apparatus for establishing communication sessions as in claim 30

wherein the packet processor further comprises an agent selection application adapted

to identify an agent in the identified locale of the closest relative router.

32.    (Original) The apparatus for establishing communication sessions as in claim 31

wherein the agent selection application further comprises an agent lookup table adapted

to retrieve a list of agents in the identified locale of the closest relative router.

33.    (Original) The apparatus for establishing communication sessions as in claim 31

further comprising a communication processor adapted to transfer a URL of the

requester to the selected agent.

34.    (Previously Presented) The apparatus for establishing communication sessions

as in claim 29 wherein the browser associated information further comprises a set of

shared files related to communication activity of the requester and generated by the

browser of the requester made available to the website from a browser of the requester when the website identifies itself as being part of an associated file sharing network.

35.    (Original) The apparatus for establishing communication sessions as in claim 34 wherein the set of shared files further comprises a set of file extensions of the shared files.

36.    (Original) The apparatus for establishing communication sessions as in claim 35 further comprising a file analyzer adapted to comparing the file extensions with a communications capability index.

37.    (Original) The apparatus for establishing communication sessions as in claim 36 wherein the file analyzer further comprises a communication capability index.

38.    (Original) The apparatus for establishing communication sessions as in claim 34 wherein the set of shared files further comprises a cookie left by another server.

## Contact Information

Any inquiry concerning this communication or earlier communications from the examiner should be directed to YVES DALENCOURT whose telephone number is (571)272-3998.  The examiner can normally be reached on M-F 8-5:30.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's

supervisor, Ario Etienne can be reached on (571) 272-4001.  The fax phone number for

the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the

Patent Application Information Retrieval (PAIR) system.  Status information for

published applications may be obtained from either Private PAIR or Public PAIR.

Status information for unpublished applications is available through Private PAIR only.

For more information about the PAIR system, see http://pair-direct.uspto.gov. Should

you have questions on access to the Private PAIR system, contact the Electronic

Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a

USPTO Customer Service Representative or access to the automated information

system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/YVES  DALENCOURT/
Primary Examiner, Art Unit 2457